

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post <b>GUATEMALA</b>	2. Agency	3a. Position Number
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☐ No

## 4. Reason for Submission

- ☐ a. Redescription of duties: this position replaces  
(Position Number) \_312201100499\_ , (Title) Computer Control Clerk\_\_\_\_ (Series) \_1825\_\_\_\_ (Grade) \_\_\_\_7\_\_
- ☐ b. New Position \_ \_\_\_\_\_
- ☐ c. Other (explain) \_ \_\_\_\_\_

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Computer Control Assistant	7		
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) Computer Control Assistant	7. Name of Employee
8. Office / Section	a. First Subdivision
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position  _____ Printed Name of Employee  _____ Signature of employee      Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position  _____ Printed Name of Supervisor  _____ Signature of Supervisor      Date (mm-dd-yyyy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position  _____ Printed Name of Chief or Agency Head  _____ Signature of Section Chief or Agency Head      Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.  _____ Printed Name of Admin or Human Resources Officer  _____ Signature of Admin or Human Resources Officer      Date (mm-dd-yyyy)
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**13. Basic Function of Position**

The incumbent is responsible for effective provisioning, installation/configuration, operation and maintenance of systems hardware and software and related infrastructure for Consular System. Incumbent analyzes software functions, network implementation and hardware components, maintenance procedures, research and development to ensure continual innovation and processes running to determine whether or not they are appropriate to support Consular objectives and needs; incumbent's primary responsibility is Consular Computer System, ensuring computer system, peripheral equipment and network system and related procedures adhere to Department of State and Consular Affairs CA/CST, standards, and guidelines, and ensuring users get maximum benefits from them.

The incumbent is accountable for the following systems: Windows, Linux and Cisco that support OpenNet

and DIN infrastructure, responsibilities on these systems include system administration, engineering, and provisioning, operations and support, maintenance and research, and development to ensure continual innovation.

#### **14. Major Duties and Responsibilities**

##### **Manages Installation and Integration 35%**

The incumbent has responsibility for Consular systems at Post; He/she coordinates and performs the maintenance, upgrade, updates and support of Consular Systems including Automated Cash Register System, American Citizens Services; Reusable Components; Consular Shared Tables; Independent Namecheck System; Immigrant Visa Overseas; Non-Immigrant Visa and Ten Print Live Scan . The incumbent resolves problems, such as defective hardware components or corrupted software; runs tests to verify operability and functionality. The incumbent performs the installation of new products or equipment; e.g., servers, workstations, peripherals and network infrastructure. Incumbent works closely with Post users and/or CA/CST to ensure seamless implementation, resolves installation problems; identifies and mitigates security vulnerabilities and risks. Ensures that users are provided current versions of applicable software. Ensures that completed programs will utilize the minimum amount of computer and related equipment processing time consistent with system objectives.

##### **System Performance and Operation 35%**

The incumbent analyzes usage and audits logs to ensure that systems are operating within design parameters and comply with security policies. Administering the creation, operation, modification, and deletion of username and passwords of users. Directs day-to-day operations to keep network running. Performs installation, modification, and maintenance of LAN components including hardware, cables, software, pathways, and cabinets. Performs major network cabling repairs or renews. Controlling disposition of sensitive media, output, and equipment. Monitoring system usage. Develops and maintains historical system records, e.g., Consular Hardware Inventory based on STANDARD OPERATING PROCEDURE NO. 29 REVISED 2008, including serial numbers and workstation configuration; cabling inventory and diagrams, system configuration and network map; software documentation, configuration, tracking and registration; users and groups; directories and files; reference books and manuals; supplies and spare parts inventory and tracking; usage records; activity log for systems errors; etc. Return/dispose of broken equipment, per 12 FAM 629.2-4 and 12 FAM 622.1-11. Prepares technical/administrative justification (supported by certified technical reference, diagrams and or performance charts) to request Post or CA\CSD funding for purchase/replacement of computer hardware/equipment. Responsible for timely purchase of printer supplies and consumables parts. Advises, as requested, on the technical implications of various alternatives on system capacity, performance, and cost as well as on system direction, intent, and emphasis.

##### **Inventory and other Assigned Duties 20%**

Supports and administers performance of computers running other operating systems such as Linux, Windows Server and client OS, that supports American Citizen Services applicants; Including OS patches, upgrades and firewall configurations.

Encrypt all laptops according to Department guidance. Laptop inventories must be validated and accounted for each year, regardless of value. All existing laptops must be physically located, recorded, reconciled, reviewed, and validated in Post's inventory system. Provide systems training as required.

##### **Programming 10%**

Develop custom applications programs in one or more computer languages based on specifications and system architecture developed during analysis of functions and processes. This function also includes the modification of program developed by other sources; the documentation of applications; and the training of users relative to applications software. This includes the development of application programs for use by PC's.

#### **15. Qualifications Required For Effective Performance**



a. Education

Bachelors degree in Computer Science or Systems Engineering is required.

b. Prior Work Experience

At least four years prior work experience in a program, technical or administrative position where emphasis is placed on analytical and judgmental abilities with respect to the operation, management, and utilization of computer systems is required.

c. Post Entry Training

CompTIA A+

CompTIA Network+

IA-201 - Information Assurance Training for Systems Administrators

PS310 - Supporting CA Systems and Applications

d. Language Proficiency: List both English and host country languages(s) proficiency requirements by level (II, III) and specialization (sp/read).

Level IV of oral and written Spanish

Level IV of oral and written English

e. Job Knowledge

Good knowledge of the capabilities and limitations of the computer equipment and software running on OpenNet and DIN networks; systems diagnostic tools and fault identification techniques sufficient to install and maintain software and hardware; diagnose and recover failed systems. Knowledge of computer systems management sufficient to assure the continued effective operation of a computer installation designed to provide automation support to Consular operations. Knowledge of office automation programs such as MS Office, and document the physical configuration of an information system.

f. Skills and Abilities

Skills required are focused on maintaining operational capability and readiness of computer systems. Good technical skills to troubleshoot, diagnose, and resolve hardware and software problems and to maximize the capabilities of the post computer resources. Good interpersonal skills to develop and maintain two-way communications to resolve priority issues and system limitations. Must possess an intermediate technical expertise in computer field.

Ability to deliver effective classroom training sessions.

Level 5 computer skills required.

**16. Position element**

a. Supervision Received

Overall supervision will be provided by the LE staff Computer Management Specialist with the ISO as reviewer.

b. Supervision Exercised

The position has no supervisory responsibilities.

c. Available Guidelines

Guidelines include Department of State, Federal information management, and professional computer science and engineering policies and directives focusing on efficiency, effectiveness, reliability, security, and economy in developing and maintaining automated systems; technical manuals and guides on systems analysis, testing, and implementation; government technical guides on developing computer systems; user manuals for hardware and software; installation guides; online references; workbooks covering daily

equipment operations; Software Engineering Standards and Procedures manual; Foreign Affairs Manual; specialized dictionaries and models; and appropriate guidelines issued by other Department of State offices. Guidelines and precedents are very general regarding agency policy statements and objectives. Guidelines specific to assignments are often scarce, inapplicable or have gaps in specificity that require considerable interpretation and/or adaptation for application to issues and problems.

d. Exercise of Judgment

The incumbent uses judgment, initiative, and resourcefulness in deviating from established methods to treat specific issues or problems.

e. Authority to make Commitments

Will not make commitments

f. Nature, Level, and Purpose of Contacts

Contacts include those with individuals or groups from outside the Department of State such as vendors, contractors, IT in private industry and professional organizations. These are in addition to those with key managers in the Consular section at Post.

g. Time expected to Reach Full Performance Level

One year